

User manual

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Telenor One Informera

Index

1	WELCOME TO TELENOR ONE INFORMERA	4
2	INTRODUCTION.....	5
2.1	LOGGING IN.....	5
2.1.1	<i>Request a new password</i>	<i>6</i>
2.2	THE START PAGE	6
2.2.1	<i>Organization trees</i>	<i>7</i>
3	SEARCH	8
3.1	RESULT LIST	9
3.1.1	<i>Clickable fields</i>	<i>9</i>
3.1.2	<i>Presence and availability information</i>	<i>9</i>
3.2	THE SEARCHED FOR PERSON'S INFORMATION	9
3.2.1	<i>Secret fields</i>	<i>10</i>
3.2.2	<i>Photos.....</i>	<i>10</i>
3.2.3	<i>The person has voicemail</i>	<i>10</i>
3.2.4	<i>Adding a person to your private telephone book</i>	<i>10</i>
3.2.5	<i>Search areas.....</i>	<i>10</i>
3.2.6	<i>Messages.....</i>	<i>10</i>
3.3	SHOW PRESENCE INFORMATION GRAPHICALLY	10
3.4	SAVE SEARCH	11
3.5	INTERNAL AND EXTERNAL PHONE BOOKS	11
4	MANAGE PRESENCE INFORMATION	12
4.1	NEW PRESENCE INFORMATION	13
4.2	EDIT PRESENCE INFORMATION	14
4.3	DELETE PRESENCE INFORMATION	14
4.4	THE SCHEDULE.....	14
4.4.1	<i>New schedule booking</i>	<i>16</i>
4.4.2	<i>Edit schedule booking</i>	<i>17</i>
4.4.3	<i>Delete a schedule booking</i>	<i>17</i>
4.5	FAST DIVERSIONS	17
5	MESSAGES	19
5.1.1	<i>Grouping according to date.....</i>	<i>19</i>
5.2	SYMBOLS.....	19
5.2.1	<i>Save</i>	<i>19</i>
5.2.2	<i>Delete a message</i>	<i>20</i>
5.2.3	<i>Add a contact</i>	<i>20</i>
5.2.4	<i>Search using an external service.....</i>	<i>20</i>
5.2.5	<i>Play the message via the telephone.....</i>	<i>20</i>
5.2.6	<i>Play the messages via the Internet browser.....</i>	<i>20</i>
5.2.7	<i>Forward a message</i>	<i>20</i>

6	CALLS	21
7	MY PHONEBOOK	22
7.1	MANAGE PRIVATE CONTACTS IN THE ORGANIZATION	22
7.2	PERSONAL CONTACTS	23
7.2.1	<i>New personal contact</i>	23
7.2.2	<i>Edit a personal contact</i>	23
7.2.3	<i>Delete a personal contact</i>	23
8	MY INFORMATION	24
8.1	SUGGEST CHANGE	24
9	SETTINGS	26
9.1	REFERENCE	26
9.1.1	<i>Fast Diversions</i>	26
9.1.2	<i>New quick launch button diversion</i>	27
9.1.3	<i>Edit a quick launch button for diversion</i>	27
9.1.4	<i>Delete a quick launch button for diversion</i>	27
9.1.5	<i>Default settings for diversions</i>	28
9.1.6	<i>Edit your default settings</i>	28
9.1.7	<i>Change the extension you want to divert</i>	28
9.2	LANGUAGE AND WEB SETTINGS	28
9.3	SEARCH SETTINGS	29
9.4	MESSAGES	29
9.5	VOICEMAIL	30
9.5.1	<i>Overview</i>	30
9.5.2	<i>Answer settings</i>	30
9.5.3	<i>Greetings</i>	31
9.5.4	<i>Forwards</i>	31
9.5.5	<i>Notifications</i>	33
9.5.6	<i>User interface</i>	33
9.5.7	<i>Change PIN code for voicemail</i>	33
9.6	TIPS	33
9.6.1	<i>Add a new tip</i>	33
9.6.2	<i>Edit tips</i>	34
9.6.3	<i>Delete a tip</i>	34
9.7	TIMEZONE	34
10	HELP	36
11	LOG OUT	37

1 WELCOME TO TELENOR ONE INFORMERA

This manual describes how to use **Telenor One Informera**. The manual starts off describing the different parts of the program followed by a short tutorial of the system. The application can be accessed in two ways:

- **Telenor My pages:** Log in to <http://minasidor.telenor.se/>. Thereafter go to *Quick links* and click on the **Telenor One Informera** link.
- **Direct Link:** <https://one.telenor.se/> is a direct link to **Telenor One Informera**.

Note that the web interface is optimized for a screen resolution of 768x1024. If you have a lower resolution the interface may change and make it harder to see all the necessary information. The screen resolution is usually changed by right-clicking the mouse on the desktop and selecting Settings.

2 INTRODUCTION

Telenor One Informera is a tool for the users of the presence and availability management (PAM) system. **Telenor One**. Using the tool one can create presence information, send messages to colleagues and search for extensions in the company without having to ask an operator, Telenor One Informera can be accessed using a Web browser i.e. Internet Explorer. A link to Telenor One can usually be found in the company's intranet.

2.1 Logging in

The application can be accessed in two ways:

- **Telenor My pages:** Log in to <http://minasidor.telenor.se/>. Thereafter go to *Quick links* and click on the **Telenor One Informera** link.
- **Direct Link:** <https://one.telenor.se/> is a direct link to **Telenor One Informera**.

The first window that you are faced with when you access <https://one.telenor.se/> is the login window. Enter the extension number and password in the same manner as when logging in to My Pages.

After entering the information click Log in. If the incorrect password is entered a window will appear informing you that the entered password is wrong, press Enter or click on **OK**, to try again.

If you are using an "incorrect" password or have forgotten it, click the *Request new password* link and follow the instructions.

Välkommen till Telenor One Informera



Login:

Phone Number:

Password:

☒ Remember my login information

Login ▶

Request new password ▶

Telenor Mina Sidor ▶

Vision 80/20 Informera ver 2.3.0.262 © Visionutveckling AB 2001-2010



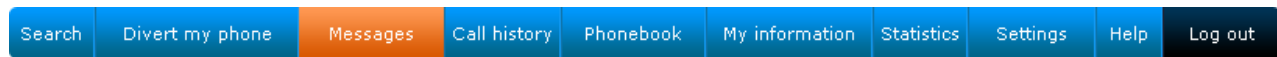
Tips! Checking the "Remember my login information" box will make the information available next time you log in.

2.1.1 Request a new password

You will need your mobile telephone to change the password. Click the *Request new Password* link, a new page with instructions to follow will appear.

2.2 The start page

The first page you reach when logging in is Search and at the top you see a number of man functions in the form of tabs:



- **Search**
Contains a list of all of the extensions in the system and you can search for extensions and name.
- **Divert my telephone**
Under this tab you can manage forwarding your telephone and any schedules as well.
- **Messages**
This tab contains a list of all of your messages and you can also send messages to colleagues.
- **Call history**
This tab contains a list of all of your calls, incoming calls, outgoing calls and of course any missed calls as well.
- **Phonebook**
Under this tab you manage your private contacts
- **My information**
This tab displays your personal and forwarding information.
- **Settings**
Settings for the system are managed here, e.g. my fast choices, message settings, changing passwords, the voice mail inbox etc.
- **Help**
The manual for Informera in pdf-format is available here.
- **Log out**
Click here to log out.

2.2.1 Organization trees

Other than the functions described above there is a button on the left side below the Organization tree headline that allow you to browse the organization tree. When you click on Browse tree it will look something like the picture below.

Organization

Hide all | Show all

- Marknad
- Utbildning
- Sälj

Namn

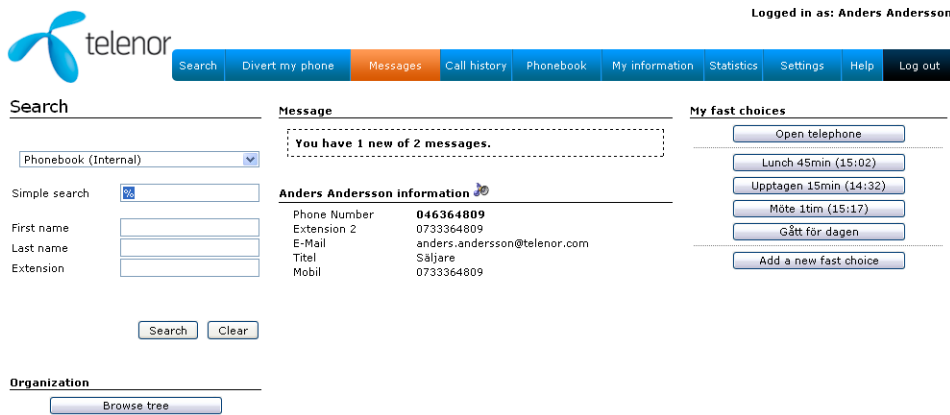
Träffar i organisation

- Sälj
- Anders Eriksson
- Pelle Eriksson, säljare

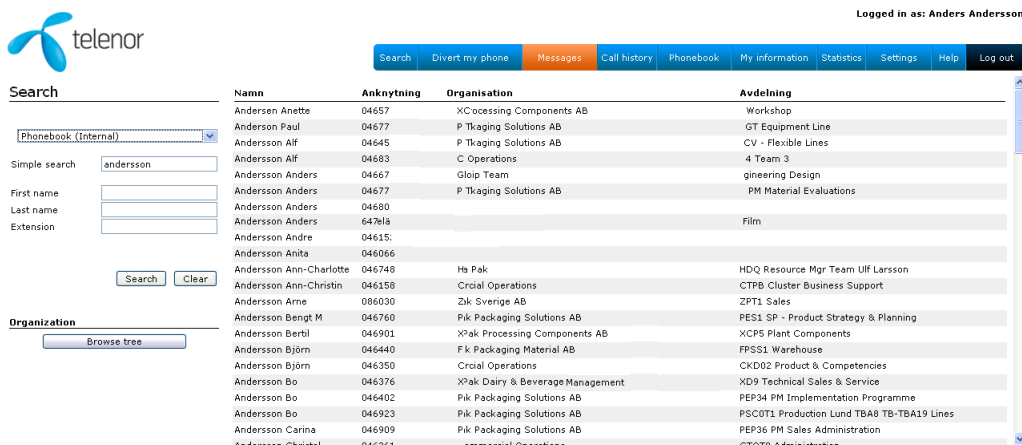
Clicking on a department in an organization will initiate a search so that one can easily see all its members.

3 SEARCH

The first page that you access is usually the Search page. It contains a search function, information about yourself and your active presence information.



On the left side one can search for colleagues, when you press "search" the result will be presented in list form. One can either make a simple search by entering anything of interest or one can make a more specific search by searching for first name, last name or extension. Searches can also be combine. One of the strengths of the system are the flexible search possibilities. On the search page one can easily and quickly search for colleagues or departments.



Tips! Note that one does not need to enter the entire address, to find all instances of Fredric it is enough to write "Fre" in the field.

3.1 Result list

After entering all the desired search parameters and pressing Search the search result will be displayed in a catalogue like structure much like the one in the picture below. The content that is displayed in the search result view is set during the installation of the system.

The example shows Name and title, organisation, department and the person's extension number. If someone has active presence information it is shown as well.

Search	Namn	Anknytning	Organisation	Avdelning
Phonebook (Internal)	Andersen Anette	04657	XCocessing Components AB	Workshop
Simple search andersson	Anderson Paul	04677	P Tkaging Solutions AB	GT Equipment Line
First name	Andersson Alf	04645	P Tkaging Solutions AB	CV - Flexible Lines
Last name	Andersson Alf	04683	C Operations	4 Team 3
Extension	Andersson Anders	04667	Gloip Team	gineering Design
	Andersson Anders	04677	P Tkaging Solutions AB	PM Material Evaluations
	Andersson Anders	04680		
	Andersson Anders	647ella		Film
	Andersson Andre	04615:		
	Andersson Anita	046066		
	Andersson Ann-Charlotte	046748	Hå Pak	HDQ Resource Mgr Team Ulf Larsson
	Andersson Ann-Christin	046158	Croial Operations	CTPB Cluster Business Support
	Andersson Arne	086030	Zik Sverige AB	ZPT1 Sales

3.1.1 Clickable fields

Clicking on a name will make that person's information appear.

Patrik Olsson, *Systemdesigner*

Peter Olsson, *Systemutvecklare*

Sven Svensson, *Utetekniker*

3.1.2 Presence and availability information

If there is any presence and availability information present on any extension that is displayed in red.

Hans Karlsson, *Ekonom*

Semester från 09:53, åter imorgon 08:00

3.2 The searched for person's information

By clicking on a person a view similar to one's own will appear. Here one can find presence and availability information and any further information that is available.

Search	Message	My fast choices
Phonebook (Internal)	You have 1 new of 2 messages.	Open telephone
Simple search	Anders Andersson information	Lunch 45min (16:20)
First name	Phone Number 046094809	Upptagen 15min (15:50)
Last name	Extension 2 0733094809	Möte 1tim (16:35)
Extension	E-Mail anders.andersson@nor.com	Gått för dagen
	Titel Säljare	Add a new fast choice
	Mobil 0730964809	

3.2.1 Secret fields

Your secret information is shown as orange striked-out text . That information is only available to oneself and the operators.

3.2.2 Photos


If there are member pictures in the system one can view pictures of all the members of the organization. The recommended picture size is 110*100 pixels.

3.2.3 The person has voicemail



If the member has voicemail it will be indicated by this symbol:

3.2.4 Adding a person to your private telephone book

When one has found a person/extension the information can be added to one's personal telephone book. When clicking on  the person will automatically be added to the personal telephone book.

3.2.5 Search areas


If the system is set for different search areas the user can choose to search in their own area only. This greatly facilitates searches in large organisations and can be used to filter the results when other registers are not of interest.


3.2.6 Messages

Telenor One Informera also has messaging functionality. Once one has found the desired person/extension one can send a message by clicking on Send message. The message is sent to the recipients mobile telephone vi SMS.

3.3 Show presence information graphically

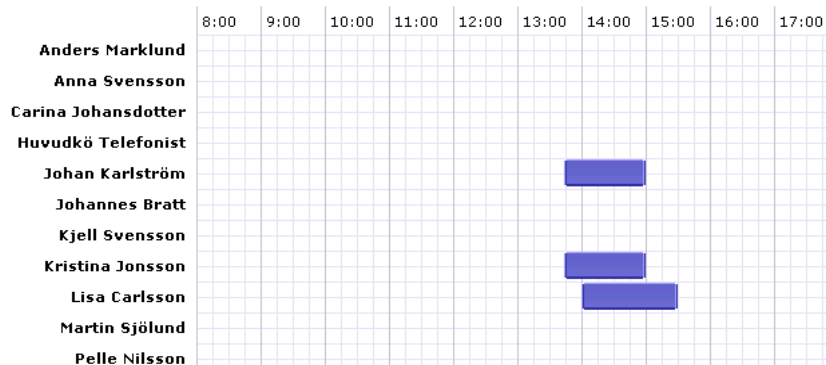
To get an overview over who is absent all the presence information can be displayed graphically in what we call a "who-is-where-view". The presence information is shown as coloured fields in a schematic representation for the day.

To show the view graphically click the  icon.

One can choose which day or week one wants to look at by clicking on the calendar icon and then selecting day or week.  **Choose day**

Vem är var 2007-02-20


 Välj dag



Hold the mouse pointer over the presence information of interest to see reason and time information in clear text. All the names in the screen are clickable and are linked to the person's information. There is another view that enables you to see the information week by week that also allows you to browse forwards and backwards by clicking on the left and right arrow.

3.4 Save search

It can be beneficial to save a type of search that is performed often.

- Perform the type of search you wish to save.
- Click on Save search at the bottom of the search result. 
- A box will appear and ask you to enter the name of the search.
- Click "Save".

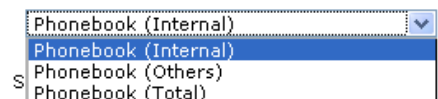
The search will then appear as a quick-launch button under the My fast choices headline.

3.5 Internal and external phone books

When performing a search one can choose between searching in the own organization or in the company's shared contact list. At the top left corner one can choose from:

- Phonebook (Internal) – Your colleagues that use this application.
- Phonebook (Others) – The company's shared external contact list. These contacts are administrated by you administrator.
- Phonebook (Total) – Searches for both Internal and other phone books.

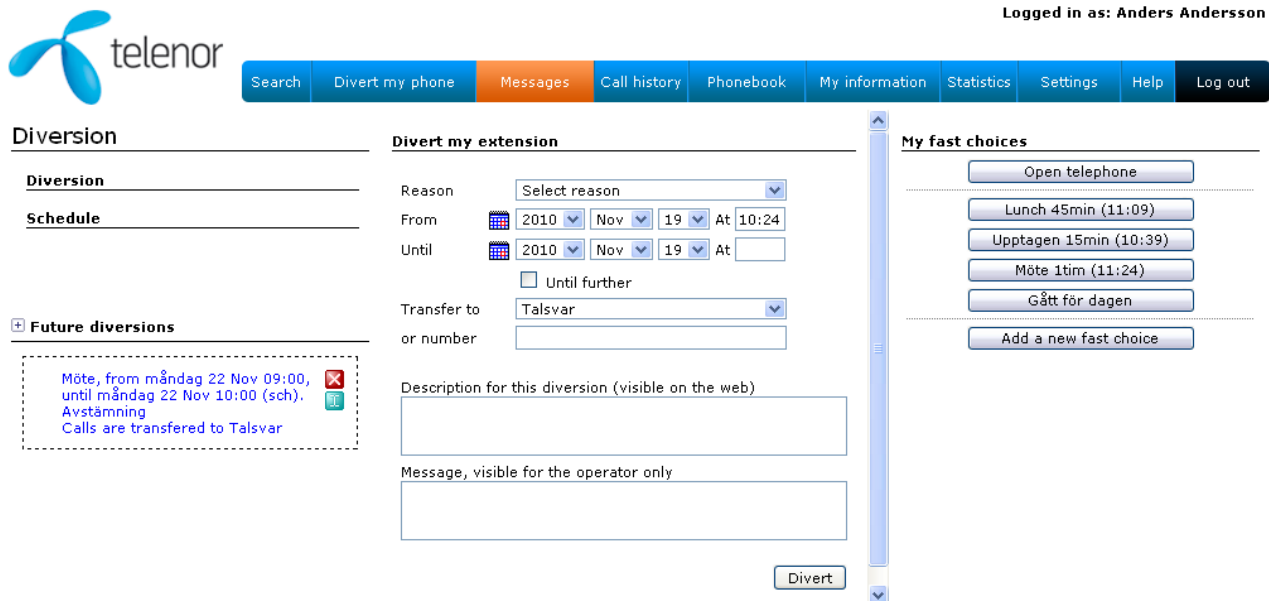
Search



4 MANAGE PRESENCE INFORMATION

One should always enter presence information if one is not available and this is done in the Divert my phone tab.

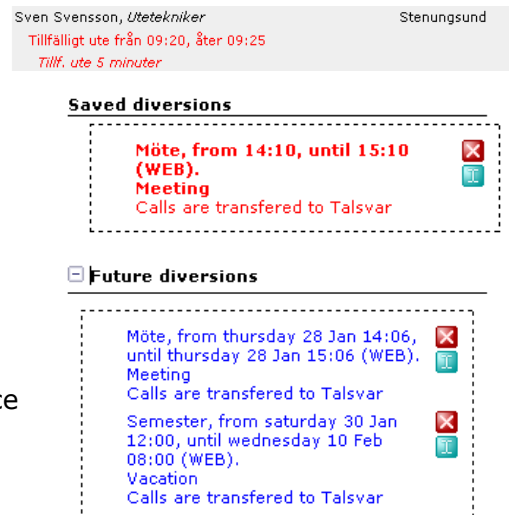
One can create new presence information by entering new information for it or by pressing one of the quick launch buttons under My fast choices. A schedule can also be added for reoccurring PAM-information.



The screenshot shows the Telenor web interface. At the top right, it says "Logged in as: Anders Andersson". Below this is a navigation bar with tabs: Search, Divert my phone, Messages, Call history, Phonebook, My information, Statistics, Settings, Help, and Log out. The "Divert my phone" tab is active. On the left, there's a "Diversion" section with a "Schedule" table and a "Future diversions" section showing a list of future diversions. The main area is titled "Divert my extension" and contains a form for creating a diversion. The form includes fields for Reason (a dropdown), From (date and time), Until (date and time), a checkbox for "Until further", Transfer to (a dropdown), and a description for the diversion. There are also fields for a message visible only to the operator. A "Divert" button is at the bottom right of the form. On the right side, there's a "My fast choices" section with buttons for "Open telephone", "Lunch 45min (11:09)", "Upptagen 15min (10:39)", "Möte 1tim (11:24)", "Gått för dagen", and "Add a new fast choice".

The presence information is presented in several ways:

- In the search results the active presence information is shown in red.
- Under the My information tab the active presence information is shown in bold red letters within a frame. In parenthesis one can see who has created the specific information.
- Future presence information that is not active yet is shown under the Future diversions headline. By clicking on + future PAM-information will be shown.
- If there are several overlapping instances of presence information, only one message with the final time of return will be shown.



The screenshot shows a snippet of the Telenor web interface. At the top, it says "Sven Svensson, Utetekniker" and "Stenungsund". Below this, there's a red box with the text "Tillfälligt ute från 09:20, åter 09:25" and "Tillf. ute 5 minuter". Below this is a "Saved diversions" section with a dashed border containing the text "Möte, from 14:10, until 15:10 (WEB). Meeting" and "Calls are transferred to Talsvar". Below this is a "Future diversions" section with a dashed border containing two entries: "Möte, from thursday 28 Jan 14:06, until thursday 28 Jan 15:06 (WEB). Meeting" and "Semester, from saturday 30 Jan 12:00, until wednesday 10 Feb 08:00 (WEB). Vacation". Both entries in the "Future diversions" section have a red 'X' icon and a green checkmark icon.

When there are several overlapping instances of presence information the IVR will read the date and time of return.

4.1 New presence information

Presence information can be created using the form in the middle of the page.

The diversion time can be calculated using the company's working hours. If one e.g. chooses "Gone for the day" on Friday and no active selection is made for "Until Saturday" the system will automatically set the return time "Until Monday" if this is set up in the system

To create a new diversion do the following:

Divert my extension

Reason:

From:

Until:


☐ Until further

Transfer to:



or number:

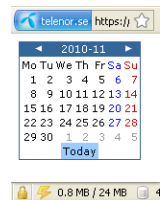
Description for this diversion (visible on the web):

Message, visible for the operator only:

- **Select a reason** – The organization has a number of standardized codes that it uses. Depending on which code is selected the system calculates the default value associated with the selected code. Lunch can e.g. be 45 minutes while Gone for the day probably means that the person will be available the next day at 08.00. Select a code that is best suited for the presence information that is being created.
 - **Check the "from" and "until" times.**
Once the reason has been selected the "from" and "until" times will automatically appear. These can readily be changed to anything of your choice. Click on the lists and select the desired date and time. The from and until date can also be selected directly using the calendar.
 - **Until further**
One can choose to have the presence information active indefinite instead of selecting a "to" time. Check the in "Until further" box for that function.
 - **Forward to** – Select how the telephone should perform during active presence information.
 - **Open telephone** - This option allows someone to reach you even though there is presence information active. Check the box to select open telephone. In the diversion registration, a green arrow indicates that you phone is open for incoming calls.
- 

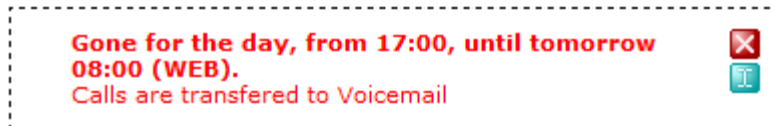
Other, from 17:00, until 22:00 (WEB).
Working late from home, still available on the phone.



- **Connect to operator** - The caller is connected to an operator that handles the call.
 - **Connect to IVR** – The caller will be connected to your voicemail and will hear a message regarding your time of return.
 - **Forwarded/diverted to another number** - Enter the complete telephone number, including any prefixes that you wish to divert the telephone to.
- **Free text for diversions** – If needed one can enter a text for the presence information. This text will be shown to other users of the application.



- **Message** – One can leave a message for the operator taking your calls. This message is only visible for the operator.
- Click on Divert my phone or press Enter to save the diversion.


When presence information is active it can be seen in the “Divert my phone” and “My information pages”.



4.2 Edit presence information

Your active presence information is shown in all tabs except the message tab, which makes it easy to edit or delete it if needed.


To edit existing presence information do the following:

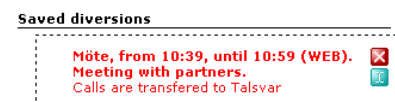
- Go to a page where your presence information is visible. (Future diversions are only visible in the Divert my phone tab).
- Click on this  icon in the diversion box.
- The diversion form will appear allowing you to edit the information. Click on Divert or press Enter to save.



4.3 Delete presence information

One can always delete registered diversion information. Do the following:

- Go to a tab where the active diversion can be seen.
- Click on  in the diversion box. The diversion is deleted.



4.4 The Schedule

Instead of creating singular diversions one can use the schedule to divert the telephone for recurring diversions.

The schedule link is located on the left side of the page. [Schedule](#)



Overview

Show schedule for

Week 46

	Mo 15 nov	Tu 16 nov	We 17 nov	Th 18 nov	Fr 19 nov	Sa 20 nov	Su 21 nov
0:00							
1:00							
2:00							
3:00							
4:00							
5:00							
6:00							
7:00							
8:00							
9:00							
10:00							
11:00							
12:00							
13:00							
14:00							
15:00							
16:00							
17:00							
18:00							
19:00							
20:00							
21:00							
22:00							
23:00							

Schedules

Reason	Valid from	Valid to	Weeks	From	Until	Open phone
3 Möte	2010-11-18	Until further	All	Mo 09:00	Mo 10:00	N
Avstämning						

Add schedule

4.4.1 New schedule booking

To create a new booking in the schedule, do the following:

- Click on the Add schedule button.
- A form for entering the necessary information will appear:

Add schedule

Reason	<input type="text" value="Select reason"/>
From	<input type="text" value="Mondays"/>
Until	<input type="text" value="Mondays"/>
Weeks	<input type="text" value="All weeks"/>
Transfer to	<input type="text" value="Talsvar"/>
or number	<input type="text"/>
Description	<input type="text"/>

☐ Valid time period

Add new

- **Reason** - Click on the down arrow in the drop down-list to see all the reasons available. Select a suitable reason by clicking on it.
- **From** - Select the day the booking should start. Click on the down arrow in the drop down-list to select the desired day. Enter the time in the hh:mm format.
- **Until** - Select the day the booking is to end. Click on the down arrow in the drop down-list to select the desired day. Enter the time in the hh:mm format.
- **Weeks** - Select whether the booking is to be active all, odd or even weeks. Click on the down arrow in the drop down-list to select the desired option.
- **Select action for a diverted telephone**
 - **Open telephone** - This option allows the telephone to ring even though there is diversion information active. Check the box to activate this option.
 - **Connect to operator** - The caller is diverted to an operator that handles the call.
 - **Description** - Enter an optional description for the booking.
 - **Enter a valid time period** - If the booking is valid during a limited time one can enter a start and end date.

☒ Valid time period

...from

...to ☒ Until further

- Enter the "from" and "to" time as year, month and day.
E.g.

☒ Valid time period


...from 2010 Nov 15

...to 2010 Dec 10 ☒ Until further

- Tick the "Until further" box if the schedule is to be valid indefinitely.
- Click on "Add new" to save the booking.


4.4.2 Edit schedule booking

To edit an existing schedule, do the following:

- Go to Schedule under Divert my telephone.
- In the list at the bottom of the page, click on  to the right of the booking you want to change.
- Make the desired changes and click on Save.

4.4.3 Delete a schedule booking

To delete a scheduled booking do the following:

- Go to Schedule under Divert my telephone.
- In the list at the bottom of the page, click on  to the right of the booking you want to delete.

4.5 Fast diversions

The easiest way to forward your telephone, using presence information that is used often, is via my fast choices. All one needs to do is to click on one of the quick launch buttons, e.g. Lunch 1h, to forward the telephone for 1h from the time the button is clicked. The presence information will become inactive and the phone will be opened once the designated hour is up.

Quick launch buttons for diversions that are used often can be created by the user and they are easily available under "My fast choices". The diversions become active the second that the button in question is clicked.

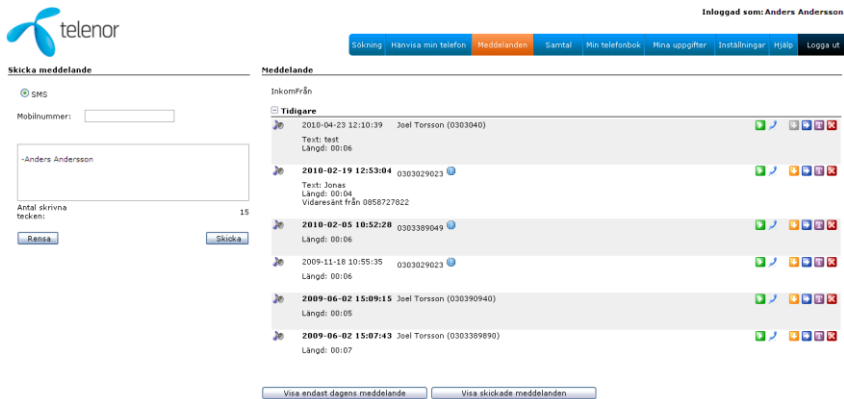
My fast choices

Open telephone
Lunch 45min (15:09)
Upptagen 15min (14:39)
Möte 1tim (15:24)
Gått för dagen
Add a new fast choice

Mouse over the desired button and a short description of what the button means as well as the time of return will be shown. The time of return text is shown directly if the return time is the same day.



5 MESSAGES

Under the Message tab the interface for your voice mail inbox can be found. Here one can listen to messages, delete them and send a message to a colleague.









When a new message is received the Message tab will become red. New messages are indicated with bold letters and can be marked as read after you have received the message. SMS can also easily be sent from this page.

5.1.1 Grouping according to date


Messages are shown in full length and are grouped after the date they were sent. Click on  or  to show or hide the groups.

5.2 Symbols


There are a number of buttons and functions to manage a message:

- | | | | |
|---|---|---|----------------------------------|
|  | Play the message in my telephone. |  | Forward it to another person |
|  | Saved messages |  | Delete a message |
|  | Add a contact |  | Search using an external service |
|  | Play the messages in the Internet browser |  | The message is saved |


5.2.1 Save

A message can be saved and is automatically protected from deletion by the system. Click on  to save the message in question.


5.2.2 Delete a message

Click the  icon to delete the message.


5.2.3 Add a contact

To create a contact from the information in a message click  to access the form for adding contacts. The telephone number is copied automatically and only the other information must be entered.


5.2.4 Search using an external service

To use an external service to search for the person that has left a message click .

5.2.5 Play the message via the telephone


To play the message using the telephone click the  icon. You will then be prompted to enter the number you are currently at so that the system can call you. If the system has already called you up you can continue clicking on other messages and they will be played automatically in the telephone.

5.2.6 Play the messages via the Internet browser

To play a voice message in the Internet browser click on the  icon. The Internet browser has different ways of playing sound files, for some browsers this could take a few seconds.

5.2.7 Forward a message

One can send voice messages to colleagues that use Telenor One, one can also write a short comment for the messages that will be shown to the recipient.

To send the message click the  icon and enter the telephone number to the person you are sending to (a complete telephone number) and the comment text can be changed if desired. To send the message click on *Forward*.

Vidarebefordra meddelande

Inkommet 2010-11-17 (21:21)
Längd 2s.
Från 087880932

Vidarebefordra till









Destination
Kommentar

6 CALLS



Under the Call history tab all your calls can be found. All the calls you have made as well as all the calls made to you by others can be found here. Click on the call type to see a list of the calls made.

- **Answered** – The calls to your telephone that have been answered.
- **Not Answered** – Calls where your telephone has been busy or you have been unable to answer.
- **Outgoing** - Calls that you have made yourself.
- **All** – All calls i.e. answered, unanswered and outgoing.

Not answered

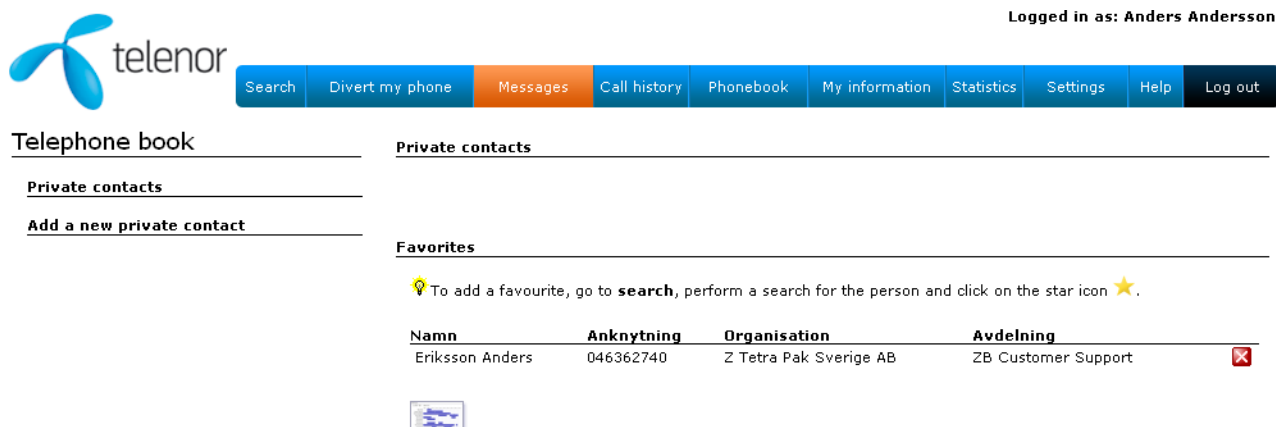
	To/From nr	Name	Time	Length
[-] Igår				
 	087880900		09:19:24	
 	087880900		09:19:02	
[+] Onsdag				
[+] Förra månaden				
<button>Clear missed calls</button>				

One can see information concerning the call:

- If the call was incoming or outgoing.
- If the call is missed, answered or ongoing at the moment.
- The number of the caller or recipient of the call.
- The name of the caller in case the system recognizes the number, otherwise there will be an icon  that will allow you to search for the number in an external service.
- The time the call was made.
- The duration of the call.
- Calls can be deleted from the call history by clicking 

7 MY PHONEBOOK

Under the *Phonebook* tab personal contacts can be added and managed in categories.



Logged in as: Anders Andersson

Telephone book

Private contacts

Private contacts

Add a new private contact

Favorites

To add a favourite, go to **search**, perform a search for the person and click on the star icon ★.

Namn	Anknytning	Organisation	Avdelning
Eriksson Anders	046362740	Z Tetra Pak Sverige AB	ZB Customer Support

My contacts consist of contacts that the user adds himself and are sorted in alphabetical order. By clicking on the name of a contact, all available information about that contact will be shown. The private contacts are only visible to the user and he can create and categorize them himself.

7.1 Manage private contacts in the organization

One can also add contacts as favourites in the organization. They will then be listed under personal contacts.

Once one has searched and found a person/extension click on ★ which will add the person to the private contact list as a favourite.

Private contacts

Favorites

To add a favourite, go to **search**, perform a search for the person and click on the star icon ★.

Namn	Anknytning	Organisation	Avdelning
Eriksson Anders	046362740	Z Tetra Pak Sverige AB	ZB Customer Support



7.2 Personal contacts

Under the Phonebook the user can handle personal contacts that are only visible to him.

7.2.1 New personal contact

To create a new private contact do the following:

- Go to the Phonebook tab and select "Add new contact".
- A form with a number of information fields for the contact will then appear.
 - A picture can be added to all personal contacts. Click on the "Browse" button to upload a picture from your computer. A window will appear that will let you browse to the location of the desired picture and after selecting it press "Open".
- Select the desired category by selecting one in the drop-down list.
- Click "Save".

Add a private contact

First name
Last name

Phone, fax, and email

E-post
Telefonnummer
Mobilnummer
Extra telefonnummer
Faxnummer

Address

Address
Postadress
Besöksadress
Besökspostadress
Land

Other information


Titel
Info
Företag
Företagskategori
Webbsida
Kontaktansvarig

Upload new picture


Message delivery type ☐ SMS

7.2.2 Edit a personal contact

To change the name of a private contact under Phonebook, do the following:

- In the list of private contacts, click on  to the right of the contact that is going to be edited.
- In the form that appears select and edit the desired information
 - If the category of the contact needs to be changed, follow the steps for creating a new private contact.
 - If the picture needs to be edited, click on the Delete picture button and follow the steps for creating a new private contact.
- Click on Save.

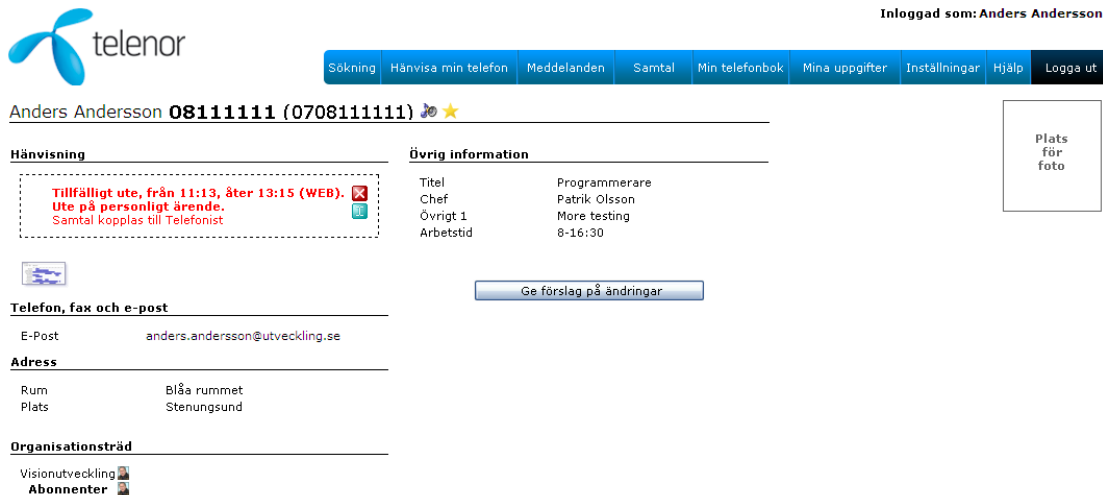
7.2.3 Delete a personal contact

To delete a private contact in the list of private contacts, click  to the right of the corresponding contact.

8 MY INFORMATION

Under the My information tab all the detailed information about the user is located. For the operator it is of great importance that the information available is correct and up to date. This means that the user should check his information from time to time to make sure they are always up to date.

If any data that you have no privileges for to edit is inaccurate click on the "Suggest changes" button to make the operator aware of it or the Edit optional information to change personal information that you govern over yourself.



The screenshot shows the Telenor user interface. At the top right, it says "Inloggad som: Anders Andersson". Below this is a navigation bar with buttons: Sökning, Hänvisa min telefon, Meddelanden, Samtal, Min telefonbok, Mina uppgifter, Inställningar, Hjälp, and Logga ut. The user's name and extension are displayed: Anders Andersson 08111111 (0708111111). The page is divided into sections: Hänvisning (with a red alert box about a system outage), Övrig information (with fields for Titel, Chef, Övrigt 1, and Arbetstid), Telefon, fax och e-post (with E-Post and Address fields), and Organisationsträd (with Visionutveckling and Abonnenter). A button "Ge förslag på ändringar" is visible.

Any presence information can be seen here and one can edit it or delete any irregularities.

8.1 Suggest change

If one notices that the personal information is incorrect or out of date one can, by clicking the "Suggest changes" button, send a message to the person in charge of entering personal information in the system. Your extension number will automatically be added to the message.

Do the following:

- Go to the "My information" page and click the "Suggest changes" button.
- Edit the fields that need to be updated.
- Click on Save.

Your information

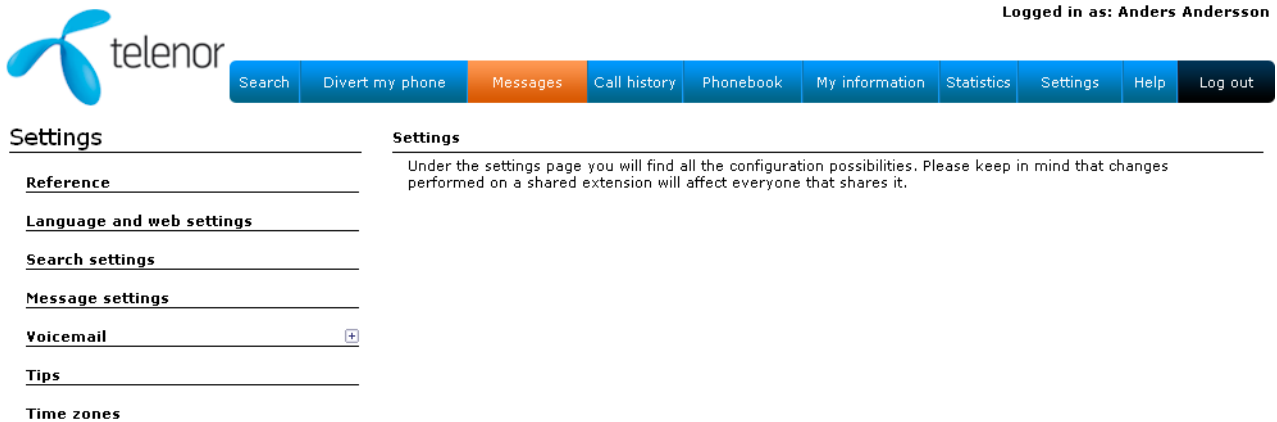
Here you can change your information. These changes are reviewed by a qualified personnel and are submitted after an approval from this person..

E-Mail	<input type="text" value="anders.andersson@telenor.com"/>
Mobil	<input type="text" value="0733364809"/>
Fax	<input type="text"/>
Bygg/Rum	<input type="text"/>
Bolag	<input type="text"/>
Titel	<input type="text" value="Säljare"/>
SE-namn	<input type="text"/>
Anställningsnr	<input type="text"/>
Telefonmodell	<input type="text"/>
Telefon bytes efter	<input type="text"/>
Misc information about the change	<input type="text"/>

The changes are sent to an operator that has privileges to edit the personal information. The user will receive a message when his information has been updated.

9 SETTINGS

A number of settings for one's own extension and web can be made by the user in the system. Remember that any changes made for a shared extension affect everyone using that extension.



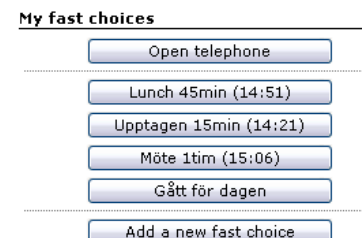
9.1 Reference

Under the Reference headline settings for diversions made in the user web can be found.

9.1.1 Fast Diversions

The quick launch buttons under the "My fast choices" headline can be found under the "Divert my telephone" and "Search" tabs. An unlimited number of custom quick launch buttons can be created.

The "My fast choices" quick launch buttons are stored in a list where you can easily edit or delete existing ones.



My fast choices


💡 These fast diversions will be visible on your own diversion page as separate buttons. If you are using the mobile web these diversion quick launch options will appear there as well.

Add new fast diversion button

9.1.2 New quick launch button diversion


To create a quick launch button for a diversion, do the following:

- Click on "Add new fast diversion button".
- A form will appear where the information for the quick launch button for diversion is entered.
 - **Reason**
Select one by clicking on a reason in the list.
 - **From**
Select the time the scheduled event begins – based on when you click the button.
 - **Length**
Select for how long the diversion information is to be active. Alternatively enter a time of return.
 - **Return at**
Enter the time of return according to hh:mm.
 - **Transfer to**
Choose if your telephone is to be open or closed during the time period that the diversion information is active, or if the caller is to be connected to an operator, DND or a specific number..
 - **Button caption**
Enter the text that is to appear on the button.
 - **Text (visible in the web)**
Enter the text that is to appear on your presence information.
- Click "Save "to save the button.


 **Tips!** The quick launch buttons under my fast choices are not activated until the button is pressed. This means that it cannot be used for scheduled events and similar.

9.1.3 Edit a quick launch button for diversion

To edit a saved "My fast choices" diversion, do the following:

- Click on  to the right of the quick launch buttons for forwarding you want to change.
- Make changes in the form and click on "Save". The change is saved.

9.1.4 Delete a quick launch button for diversion

To delete a saved "My fast choices" diversion, click . The fields in the same row will be deleted.


9.1.5 Default settings for diversions

The default settings for how your extension is going to be diverted when presence information is created. The options that can be selected are the operator, the IVR, DND or to divert to a specific telephone number.

9.1.6 Edit your default settings

Click on the desired option and then click "Save".

Change your standard diversion settings


 This is your forwarding destinations. These are added by choosing "New forwarding target", or by specify a new number when you create a diversion or speed diversion button.

The name of the diversion destination	The current choice
Telefonist	<input type="radio"/>
Talsvar	<input checked="" type="radio"/>

9.1.7 Change the extension you want to divert

Choose if the diversion should affect both the primary and secondary extensions. This is e.g. used if one has an office and mobile telephone and will allow you to choose if any diversions should affect both or just one of the telephones. If this option is changed all existing diversions will be affected the next time this extension is opened or closed.

Change which extension you want to divert

 Below you can see the choices available to change how your diversions affects your primary and/or secondary extension

Description

Primary extension (046364809)

This feature is an extra option and if your company has chosen not to acquire it this feature will not be available..

The options in the drop down list are:

Description

Primary extension (046364809)	<input type="button" value="v"/>
Leave the phone open	
Primary extension (046364809)	
Secondary extension (0733364809)	
Both extensions	

9.2 Language and web settings

The setting for which tab will be default when logging in as well as the language setting for Telenor One Informera, e.g. to set it to English can be found under this headline.

Language and web settings

Start page

This is where you specify what page should be displayed directly after you have logged in to the web.

- ☒ Search page (standard)
- ☐ Divert my phone
- ☐ My Information
- ☐ Favorites
- ☐ Favorites - who is where
- ☐ Phonebook
- ☐ Messages

Save

Language

This setting sets the language used in Informera and Informera Mobil plus administration of voicemail via phone.

- ☐ Swedish
- ☒ English

Save

Select the desired options and click "Save".

9.3 Search settings

Under the search settings the default setting for the type of search used can be found.

One can choose to search for internal, external or both types of contacts. This is done by checking the box in front of the desired option and clicking Save.

Search

Default search mode

- ☒ Phonebook (Internal)
- ☐ Phonebook (Others)


Save

Select the desired option and click Save.

9.4 Messages

The settings for the type of message delivery system that the operator may use to send you messages can be found here. For these options to be available one must have a mobile telephone and an e-mail address registered in the system.

Change your delivery settings

 Below is the alternatives that can be used by the operator to send messages to you.

☒ E-mail


☒ SMS

Save

Select the desired options and click "Save"..

9.5 Voicemail

All the settings that the user can make regarding their voicemail are located here. A menu with different categories will appear once one has clicked "Voicemail".

Voicemail	
Overview	
Answer settings	
Greetings	
Forwards	
Notifications	
User interface	
Change PIN code for voicemail	

9.5.1 Overview

The overview displays all the information in an concise manner. One can click the headlines under preferences to go directly to the setting in question. These settings will however be described according to the main voicemail menu.

Preferences

Incoming call handling: Absence messages & voice mail
(Main language: Swedish -- Push buttons 3 = English)

Greetings: *** Please record a general greeting ***

Forwards: None

Notifications: Email, SMS

User interface: English, long menu phrases

Password:

Associated numbers


Automatic login from: 0733364

Mobile number: 0733364

9.5.2 Answer settings

The settings for how your voice mail should handle an incoming call are located here. One can also see the language settings for the voicemail. Select if the voicemail should be activated and whether the absence message should be read to the caller or not.

Incoming call handling

 These settings determine what your voice mail prompts your incoming callers..

Language for incoming calls

Main language: Swedish
Push buttons: 3 = English


Functions for incoming calls

Absence message: Yes 
Voice mail: Yes 




9.5.3 Greetings


One can edit and manage the personal greetings under this headline. There are usually three different greetings one can edit and those are "General", "Busy" and "No reply"

Greetings


 Here you can record your own personal greetings which will be played for your incoming callers instead on the standard prompts. You can record different greetings to suit your different situations, such as out to lunch or busy on the phone.

Standard greetings

General	Not recorded	
Busy	Not recorded	
No reply	Not recorded	

Press  for the greeting you wish to record. In the next window enter the full telephone number to your current location and click "Call". The system will then call you up, answer the telephone and then click on "Ok". There will be an example of a greeting shown on the screen and when you are ready click "record" to record your message.

After the recording is finished one can choose to save, play, record it again or, cancel the procedure. If you are pleased with the recording after listening to it click "Save".

 When you are satisfied with the recording, press Save. If you want to record more greetings you can stay on the line. When you are done you can end by hanging up the phone.



No reply

Swedish


11s.

RECORDED


9.5.4 Forwards


The settings for advanced forwarding rules for your telephone can be found here. For instance, you can configure that incoming calls are diverted to a specific number when you are gone for the day, or transfer calls from a specific number to your private mobile phone.


Redirects


 Button controlled alternatives offer your incoming callers to be forwarded to other destinations, for instance your colleague or customer service desk.


Push button controlled

Button 6: - Not configured - 

Button 7: - Not configured - 

Button 8: - Not configured - 

Pressing  or the button *Add* will take you to a view where one can select the destination as well as type of call for how the call will be forwarded.

 Button controlled alternatives offer your incoming callers to be forwarded to other destinations, for instance your colleague or customer service desk.
Hint! If you want to forward incoming callers before your greetings are played make a Direct forward.

Diversion

Type of forwarding

Destination

Advanced activation settings

Call type

When you create a new forwarding rule, the dropdown *Type of forwarding* will appear. Here you can choose how the forward will be activated.

- Direct: The forward is activated when the incoming calls enter your voicemail.
- Button choice 6,7,8: The forward is activated when the caller presses 6,7 or 8 on the phone.
- Timeout: The forward is activated when the Voice Mail determines that no caller interaction has been made.

Dropdown list *Destination* lets you choose between:

- Forward to phonenumber: A prompt is played to the caller that the call is being forwarded.
- Silently forward to phonenumber: No prompt is played



In the edit box you can fill in the phone number where to redirect the caller.

The last dropdown *Call type* lets you decide when to apply the forwarding rule:

- General/Busy/No reply: Activates the rule when you do not answer the caller.
- A-number activated: The forward is activated when specific caller is calling you. Note that the caller a-number will be entered in the following web panel after you click *Save*.
- Forwarding reason: Lets you decide whether the forward should be activated based on your own current activity, such as meeting or gone for the day.

Note that you can have more than one active forwarding rule. You can add new rules by clicking *Add*. Below you can see an example where two different forwarding rules are active for the *Button choice 8*.

Push button controlled

Button 6: - Not configured -		
Button 7: - Not configured -		
Button 8: Silently forward to 08123456	-- Only valid for A-number: 089045789	 
Button 8: Silently forward to 0303385628	-- Only valid for A-number: 030345172	 


[Add](#)

9.5.5 Notifications

The settings for how you will receive notifications and how they will appear can be found under this category.

Notifications

Notification options

No attached voice mail 

Notifications delivered by

- ☒ E-mail
☒ SMS

[Save](#)

9.5.6 User interface

The only thing that one selects here is whether one wants the system to read the long descriptive menus or the short ones. Choose the preferred one and click "Save settings".


9.5.7 Change PIN code for voicemail

The PIN code for your voice mail is changed here. Enter the current code, the new code, confirm the new code once more and click "Change code" to change it.

9.6 Tips

Tips can be handled under this headline. Tips are designed to aid the operators in answering the calls in the best possible manner. An example of a tip is: "Please connect the call to my mobile phone if I am not available on my office telephone!"

Tips when handling my calls

 By adding a tip you can help the operator answer calls directed to you. Example of a tip can be "Please forward all calls to my mobile phone".

[Add new](#)

Once can also put a time constraint on a tip and choose for it to be shown only certain days. This page also contains saved tips.

9.6.1 Add a new tip

Do the following to a new tip:

- Click on the "Add new tip" button.
- Place the cursor in the text-field and enter the information that is going to be visible to the operator.
- If the tip is to have a time constraint, enter the starting and ending date. Clicking the calendar icon will display a calendar from where a date can be selected.
- If the tip should be valid only certain days of the week, select the days from the list.
- Click "Save".

Tips

Text:

Time limited tip

Start date

End date


Days when active

- ☐ Mondays
- ☐ Tuesdays
- ☐ Wednesdays
- ☐ Thursdays
- ☐ Fridays
- ☐ Saturdays
- ☐ Sundays


Save

9.6.2 Edit tips

To edit a tip do the following:

- Click on the  icon to the right of the tip you want to edit.
- Place the cursor in the text-field and edit the text.
- Click "Save".

9.6.3 Delete a tip

To delete a tip, click on the  button to the right of the tip you want to delete.

9.7 Timezone

Here you can set your current time zone, then click save. Timezones are considered when you view colleagues in other timezones current availability an forwarding status, the time stamps are translated to your time zone.

10 HELP

Under the "Help" tab the manual for Telenor One Informera in Pdf-format can be found, click on the icon representing the document to look at it on the screen.



Logged in as: Anders Andersson



Help

Documents

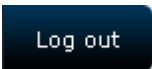
The manual describes how you can take advantage of all the functions that are presented on the web.



Web manual

11 LOG OUT

To log out of **Informera** click on the "Log out" button located in the top right corner.

A dark blue rectangular button with rounded corners and the text "Log out" in white, sans-serif font.

Log out